



Customer Service & Billing

Department:	Water Works	Rate of Pay:	\$14.33 - \$15.33 Hr.
Location:	125 W. Colfax Avenue		
Shift:	Days	Hours:	8:00 a.m. to 5:00 p.m.
Posting Date:	1/15/13	Closing Date:	1/18/13

SUMMARY

Serves as a representative for the South Bend Water Works in the full capacity of customer service.

JOB DUTIES

This list represents the types of duties required by the position. Other duties may be assigned as reasonably Expected:

Assists customers via telephone and walk-ins with utility bill questions and services. Enters all work orders on the computer; looks up customer accounts; writes duplicate bills; files contract cards; takes customer applications for water service; schedules appointments for customers such as checking low pressure, meter re-reads, meter not registering, service starts for new customers, discontinue service and general repairs. Cashiers at front counter and drive-through. Balances cash and checks to computer report. Sorts, distributes and opens mail. Separates checks and receipts; researches accounts, writes receipts, balances checks to receipts. Inputs payments to mainframe computer. Assumes additional responsibilities as requested.

EDUCATION AND EXPERIENCE

High school diploma or equivalent; six months clerical experience. Must have cashing or teller experience, along with previous customer service experience.

KNOWLEDGE AND ABILITIES

Knowledge of mainframe computer and/or PC's; ability to interpret computer reports and messages; ability to communicate effectively with customers and inter-departmentally in a professional manner using tact and diplomacy; must provide accuracy of information and attention to detail. Ability to work in a very fast-paced environment. Must have keyboarding skills of 50-60 words per minute.

PHYSICAL DEMANDS:

Work is performed in a normal office environment, sitting primarily. On occasion may be required to research information in different areas/buildings. While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to stand; walk; use hands to finger, handle or feel objects, tools, or controls and reach with hands and arms. Specific vision abilities required by this job include close vision and the ability to adjust focus.

DRUG SCREENING REQUIRED

CRIMINAL BACKGROUND CHECK

Apply no later than 1/18/13, City of South Bend, Human Resources, 227 W. Jefferson Blvd., 12th Floor, South Bend, IN 46601 or to apply online, go to www.southbendin.gov

Equal Opportunity Employer

☐ All qualified applicants will receive consideration for employment without regard to age, race, color, religion, sex, disability, sexual orientation, gender, veteran status or genetic information.